

JUNE  
2002

SUMMER  
ISSUE

# The SCOOP

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## DIRECTOR'S NOTE

**A**s you know the budget is very tight and we've all been asked to keep spending to the bare essentials. We want to help you with that effort. As you know, buying from Central Stores is not only easy, its cost effective in many ways. First, you know you get the benefit of statewide contract pricing. If items are not on contract, we bid them out in order to get the most competitive price. Second, because ordering from us is easy it frees you or your purchasing person's time up that can then be allocated to other projects. You don't have to fool with TOPS, STARS or the Vendors – we do that for you!

We know that each of you have choices of where to buy your supplies. We want to thank you for choosing Central Stores and hope that we will continue to be your first choice! Our goal is to provide you with excellent customer service, quality products at the most competitive price and in a prompt and courteous fashion.

Toni Stuart



## ANNUAL INVENTORY

It's that time of year again! We'll be closing for our annual inventory on Friday, June 14th at 4:30 p.m. We'll be back open for business on July 1st. **Our customers who normally place their supply orders on June 17th, 18th, or 20th OR June 24th, 25th or 26th, are to place their orders the week of June 3rd through the 7th.** This will give us time to get your orders filled prior to the shut down. Also, Davidson County customers should order sufficient supply quantities to address their needs during the shut down period. If you have any questions, please call Customer Service at 615-350-3088.

★ The Department of Environment & Conservation has been a valued customer since 1994. Over the years, we  
★ have had the opportunity to work with them on several projects. At their request we stock the four cup auto-  
★ matic coffee makers for the Resort Parks and about three years ago assisted them in standardizing the Resort  
★ Park's hotel room amenities such as shower curtains, ice buckets, room trays, soap, shampoo and conditioner.  
★ The year that they made their new years resolution to be the "Green" department for the State, we agreed to  
★ stock as many products as possible that consist of "recycled" material. About a year ago they wanted to pro-  
★ vide 100 % recycled pencils in green. They asked us to help and because of that we now stock the "green" #2  
★ pencils engraved with "Tennessee Department of Environment & Conservation" (stock # 8281).

Effective July 1, 2002, **ONE** order will do it all! Telephones and telephone equipment can be placed on the same order along with your office and janitorial supplies! We think this will simplify the order process for everyone. Call Customer Service if you have any questions.



**2003 Calendars** will be available in September, 2002. ***Please order early.*** Stock numbers are as follows...

2003A – Refill, 3.5” x 6”  
2003B – Refill, 3” x 3.25”  
2003C – Weekly Planner  
2003D – Monthly Planner, pocket size  
2003E – Monthly Planner  
2003F – Desk Pad Calendar  
2003G – NEW – compact monthly desk pad calendar

**Effective May 1, 2002 we are no longer accepting returns for 2002 calendars.**



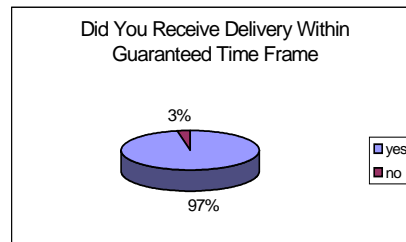
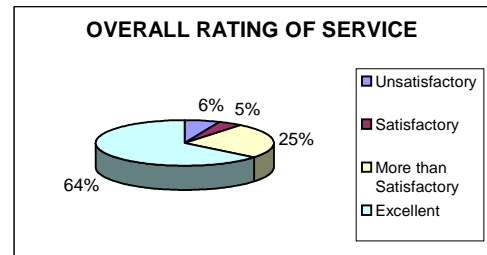
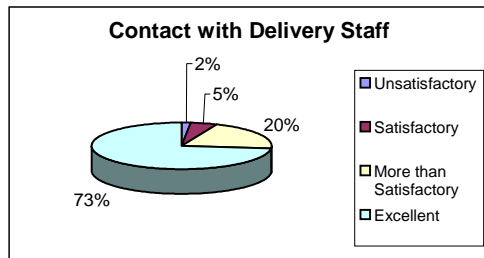
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**Save money by taking advantage of our specials. Check out material class 'MS' (monthly special) , on our web FIMS via the state mainframe. All items in this group are off.**

**Also, take a look at material classes B1 and B4 for a complete listing of “Blue Light” items such as folders, fax paper, printer ribbons, facial soap, mending kits, phones and phone equipment, etc. These items are offered at a 50% discount. Sorry, no returns on Blue Light items.**

## 2001 Customer Satisfaction Survey Results

Our thanks to those of you who responded to our last survey that was distributed in August and September of last year. Because we are contemplating making some changes in our delivery service, most of the questions dealt directly in that area. We received 64 responses to the survey with the following results.



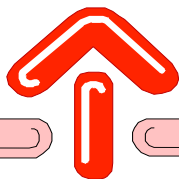
Some of the comments and suggestions were: need lifts for trucks, delivery person to remain until items inventoried, pictures on web site, offer more items, hard copy catalogues in addition to web site. We hope to have pictures of all our products out on our web site within the next couple of months. We're also adding new items to our inventory from time to time. Within the past six months we've added Post-It Easel pads, a cold laminator along with laminating film, a gel ink pen set that has 10 different colors of ink, and a legal pad with a confidential cover.

We certainly welcome all suggestions on how we can improve our service to you. Give us a call at (615)-350-3088 or email your customer service representative.

Again, thank you for your participation! We appreciate your business!

# LOOK!

If you move, if your phone number changes, or if "ATTN TO" names need to be changed, please send written notice of this to Central Stores. You can even email it. All customer service reps are listed in Group-Wise - Clifton Burriss, Charlene Calloway, Loretta Fisher, or Debbie Keith. Having correct, up to date information will help us get your order to you quicker and more efficiently.



### 2002 – 2003 ORDER SCHEDULES

Copies of the order schedule for fiscal year 2002-2003 are being included with each order. If you need a copy, please contact your customer service representative or call (615) 350-3088. We'll be glad to fax you a copy.